

Official

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR
CALL CENTERS"Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Group Art Unit: 2645

Examiner: Anwah, Olisa

AMENDMENT AND RESPONSE

CERTIFICATE OF FACSIMILE TRANSMISSION

I HEREBY CERTIFY THAT THIS PAPER IS BEING
FACSIMILE TRANSMITTED TO THE UNITED STATES
PATENT AND TRADEMARK OFFICE TO (703) 872-9314
ON MAY 6, 2003.

SHERIDAN ROSS P.C.

BY: _____

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of February 5, 2003 (Paper No. 11). Filed concurrently herewith is a Request for Extension of Time, thereby extending the time period for response from May 5, 2003 to June 5, 2003. Please charge Deposit Account No. 50-1602 in the amount of \$54.00 as the fee for new added Claims 26-28. Although the Applicant believes that no other fees are due for filing this Amendment and Response, please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

05/08/2003 PDELOATC 00000006 501602 09482969

01 FC:1202 54.00 CH Please amend the above-identified patent application as follows:

DAVID F. ZINGER
TODD P. BLAKELY
GARY J. CONNELL
SABRINA C. STAVISH
JOSEPH B. KOVARIK
SUSAN FRYOR WILLSON
LEWIS D. HANSEN
ROBERT R. BRUNELLI
DOUGLAS W. SWARTZ
BRUCE A. KUGLER
BRENT P. JOHNSON
DANA HARTJE CARDWELL
BENJAMIN B. LIEB
BRADLEY M. KNEPPER
MIRIAM DRICKMAN TRUDELL
SCOTT R. BIALECKI
KENNETH C. WINTERTON
ROBERT D. TRAVER, PH.D.
CHRISTOPHER J. RUSSIN
MARK L. YASKANIN

SHERIDAN ROSS
A Professional Corporation
ATTORNEYS AND COUNSELORS AT LAW

1560 BROADWAY
SUITE 1200
DENVER, COLORADO 80202-5141

TELEPHONE (303) 863-9700
FACSIMILE (303) 863-0223
E-MAIL srlaw@sheridanross.com

PATENTS
TRADEMARKS
COPYRIGHTS

KERMITH F. ROSS
1910-1986

OF COUNSEL
PHILIP H. SHERIDAN
CRAIG C. GROSETH

TECHNICAL SPECIALISTS
DENNIS J. DUPRAY, Ph.D.
ANGELA K. DALLAS, Ph.D.
CRAIG W. MUELLER

FACSIMILE COVER SHEET

TIME: _____

DATE: May 6, 2003

Please deliver the following page(s) to:

Name: Olisa Anwah, Examiner
U.S. Patent Office

Facsimile Number: 703-872-9314

Our File Number: 4366-6

Your Ref. No.: Serial No. 09/482,969 filed January 12, 2000

Total Number of Pages, including this cover page: 15

Sender's Name: Douglas W. Swartz

MESSAGE:

Please find attached an Amendment and Response for discussion purposes and is not for entry into the file history of the application.

PLEASE CONFIRM RECEIPT

If you do not receive all the pages, please call Amy Duarte at (303) 863-9700.

THIS FACSIMILE MESSAGE IS CONFIDENTIAL AND MAY CONTAIN ATTORNEY PRIVILEGED INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR COMPANY NAMED ABOVE. If the reader is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, so that we may arrange for the return of the original message to us. Thank you.